

4-24-03

Commissioner Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Teleperformance USA Oaklawn, Illinois Call Center
Tracy A. Brown OL2000
TSR

I really love my job because I am selling something that is beneficial to the customer. I am not calling the customer offering false products. The product that I am offering to the customer is something that I believe in. When I speak to the customer I speak the truth of what they will receive and not something they will not receive. The importance of my job is to make sure the customer is satisfied. The customer is number one. It would be very hard for me if I lost my job, there is already an increase in unemployment. Out of all the jobs I have worked, this job the longest. If I lose this job I cannot apply for another telemarketing job; therefore I might face the same outcome. So what would I do turn to public aid? I oppose the National DNC list and restrictions on Predictive Dialers. But I do support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

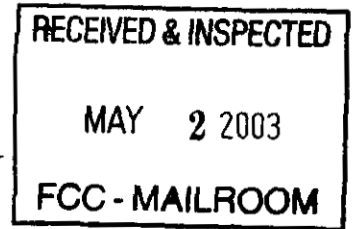
Tracy A. Brown
10605 South State Street
Chicago, Illinois 60628

TO: COMMISSION'S SECRETARY
FCC
445 12TH ST SW
WASHINGTON DC 20554

April 24, 2003
Sallie Brown
10910 So. State ST.
Chgo Ill. 60628

CG DOCKET 02-278

Telephone Consumer Protection Act
of 1991



To whom its Concerns:

I Sallie Brown A Telephone Service Rep.
for 5 1/2 yrs. I Enjoy speaking with people
Daily all over the United States knowing
that I have a product or service that's
available for them. Many people enjoy
the service or products that I have
to offer. Over the phone many do want
to know what service are for them
And also glad that we call to let
them know about it

As A Telephone Service Rep I do need
my Job this is my means of support
And also will take money out of
the Community. Business + Churches
And this will hurt all of us.

Maybe even becoming Homeless + hungry
And No Health Insurance

Please help us keep our Job.

Telemarketing phone Service is much
needed for Business Nationwide

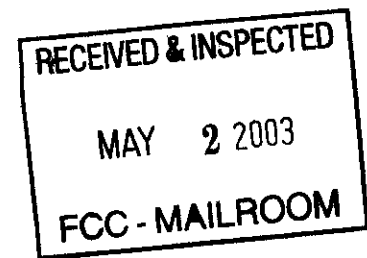
Sallie Brown



Teleperformance USA

April 23, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I am writing to openly oppose the National DNC list and restrictions on Predictive Dialers. I currently work as a Shift Coordinator for Teleperformance USA, in Chicago, Illinois and I have worked in the telemarketing field for more than 10 years. In today's already unstable and faulty economy, to impose regulation and restrictions that will eventually lead to may telemarketing centers closing their door to hundreds and thousands of employees would be economically devastating not only to me and my family but also to all hardworking Telemarketer around the country. I appeal to our country's legislation to reexamine their stand on this issue, and I support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Mrs. Dannette Pryor-Walters
246 N Clayton RD
Hillside, IL 60162



Teleperformance USA

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

04/23/2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I'm not sure how and when Telemarketing became a symbol for all that is wrong with America. I am pretty sure that it is part clever marketing by phone companies selling call blocking and screening services, as well as part other marketing industries desperately seeking to take the heat off their own negative public image. I do not seek to impede the implementation of rules and regulations regarding our industry. I just feel that the broad sweeping changes that are being forced on my industry by the FTC may be more a result of political rhetoric than a decision made with the best interest of the American people. I have worked with Teleperformance USA since 1994. I started off making calls everyday and now I am currently the Facility Director of the Des Plaines facility. My job duties have run the gambit from courtesy calls to surveys to political campaigns and I've been involved in the calling, training, supervising, and now the managerial aspects of this company. I can guarantee you that, contrary to what some people wrongfully believe about telemarketers, I am no malicious conspirator hell bent on stealing, or lying to anyone. I have always approached my job with the same utmost sincerity and unwavering integrity that I would any other aspect of my life. I was twenty years old when I started at this company and so I've grown up with this company. Every aspect of my life would be effected should rules and regulations hastily passed cause my facility to close. I am not alone in this. I employ over 300 people, most of which are single Mothers and Minorities. I have met and continue to keep close relationships with several people who, was it not for TeleperformanceUSA, I would never have had the pleasure of knowing. I have also met literally hundreds of people who were honest hard working individuals like myself. I know in no uncertain terms that there are countless others who have had the same experiences that I've had while working in this industry. Taken as a whole, these thousands upon thousands of good, hard working Americans, paint quite a different picture than that espoused by some bad stand up comedian looking to get the crowd on his side. Have I known bad telemarketers? Of course, but no more so than I have known bad fast food cashiers. We as a public depend on the corporation that employs the bad cashiers to handle their own issues without the need of costly, wasteful government involvement. I would only ask that my industry be given the same rights as any other. I turn the channels on my television when I don't want to watch something, I tune in a different station on my radio when I don't like the song, and I have no problem saying no thank you and hanging up if I don't want to speak on the phone. I have never taken it personally when a person hung up on me nor do I take it to heart when I get a sales call. However, I do take my job security seriously. I think it is senseless that people become unable to feed their families because some people get real upset by a telephone call. If a sales call during dinner is the worst that happens to me, then I'm having a pretty good day.

Thank you for your full consideration on this topic.

Mike Corrigan, Site Director



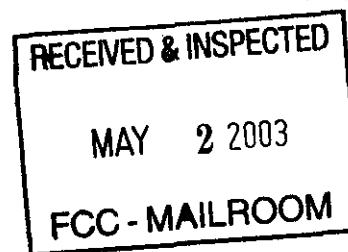
Teleperformance USA
GLOBAL TELEMARKETING & TELESERVICES SOLUTIONS

04/23/2003

Corporate HQ
176 North, 2200 West
Salt Lake City, UT 84116
Tel : (801) 359-6843
Fax : (801) 359-6855
Web Site : www.teleperformanceusa.com

Regional Office
2200 E. Devon, Suite 200
Des Plaines, IL 60018
Tel : (847) 803-1900
Fax : (847) 803-1825

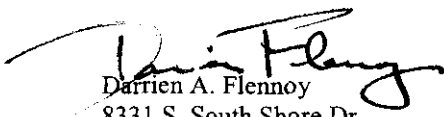
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th
Street, SW Washington D.C 20554



Ref: CG Docket No. 02- 278
Rules ND Regulations Implementing the Telephone Consumer Protection Act of 1991

I am writing to let you know that you are making a huge mistake by adopting the Do – Not – Call – Lit. I CURRENTLY WORK AS A Shift Coordinator for Teleperformance USA, in Chicago, Ill, and I have worked there for the last five years of my life. In a time where our economy is falling drastically, we are now faced with this battle with the FTC. I really feel that this is big mistake because you are not only destroying my life but thousands of other telemarketer's as well. There are no jobs to be found and the Cost of living is horrible for others and me as well. My job is very important to me just as well many other's who have families to feed, bills to pay and houses to take care of. By adopting the Do – Not – Call – List you are not only hurting millions of telemarketers but you are hurting millions of families as well. So please consider not just my life but other's as well.

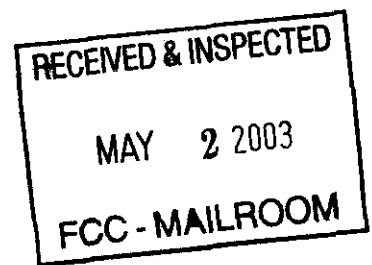
Thank you for your consideration on this topic


Darrien A. Flennoy
8331 S. South Shore Dr.
Chicago, IL 60617

I

April 24, 2003

Commission,s Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991

Dear Sir or Miss:

I work for Teleperformance USA, Oak Lawn, IL Call Center, I am 55 years old. My job title is Agent, I close the sale after the TSR informs the customer about the product. This may not be the best job but it pays the bills. We sell Accidental Death Coverage for Sears. We are well trained and supervised. We treat the customer with respect, if we Do Not We Hear About It, we are monitored daily!

If I loose my job, will you pay my \$700.00 monthly health insurance bill along with everything else I must pay every month. Go after the bogus companies that ask for donations and promise free trips and numerous others, we represent only legitimate companies with good products and services. I set high standards for myself and would never work for anyone who would scam someone. Can the Goverment afford to pay All those benefits for everyone who would loose their jobs, Think about it!

I oppose the National DNC List and restrictions on Predictive Dialers and I support TeleperfomanceUSA'S and the American Telemarketing Association's proposed modifications to the FTC rules.

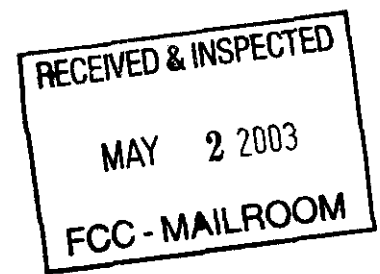
Thank you for your full consideration on this topic. Last but most important. Getting back to my first sentence, once you hit 50 no employer wants to consider you-Too Old!

James Kushner
4021 W 97th St
Unit-2N
Oak Lawn, IL 60453-3376

Cordially yours;

James Kushner
James Kushner

April 25, 2003



Commissions Secretary
Office of the Secretary
Federal of Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991.

To Whom It May Concern:

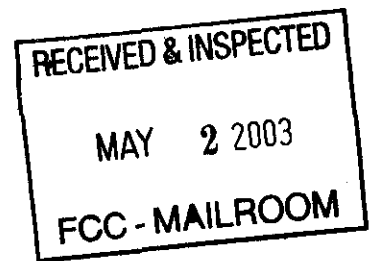
I work at Streator Illinois at Market USA for sears on the account care program. My job title is a TSR at Market USA. I feel very highly about my job it is something that I actually find enjoying and something I would like continuing doing for a while. I feel the products we sell are very beneficial to our customers. A lot of customers like to know different programs that are going on and deserve to know. The importance of my job is really high on behalf that I am in school and it is very hard to find a good paying full time job and this fits my schedule perfect. If I loose my job that means that I will have no income to pay for my car. Also this job is how I am paying for my college and if I don't have a job I can't go to school. I am just now graduating high school and beginning my life. My parents can't support me any more and can't afford to if I lost my job. I am very against the National DNC list and restrictions on Predictive Dialers. I support Teleperformance USA and the American Telemarketing Associations proposed modifications to the FTC rules. There are other less destructive ways to protect consumers, such as company specific do-not-call lists, devices and services to screen calls, or simply saying no thank you and hanging up the phone.

Thank you for your full consideration on this topic.

A handwritten signature in cursive script that reads "Royce Smith".

Royce Smith
1310 N. Park
Streator, IL 61364

April 25th 2003



Commission's Secretary
Office of the secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C 20554

Ref: CG Docket No. 02-278

Rules and regulations implementing the Telephone Consumer Protection Act of 1991

I work at Teleperformance USA at Streator, Illinois and I'm a TSR. I like my job because it gives me an opportunity to stay out of trouble after school and make some money. This job is important to me because it is helping me pay for college. Since the economy is financially struggling, many other jobs have been reduced and with that so has financial aid for people. My family and I are struggling to save money so that I may attend college and get a higher education, however, to do so I need this job to earn money. I oppose to the National DNC list because it will reduce more jobs and make it extremely difficult for those already struggling to get a job and earn a living or to save money to improve one's living and I do support Teleperformance USA's decision and the American Telemarketing Association's proposed modifications to the FTC rules.

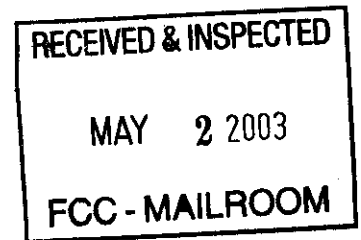
Thank for your full consideration on this topic.

Virginia Bustamante

318 Court St. Streator, IL 61364

April 25, 2003

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



REF: C G Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir or Madam:

Eight years ago I quit a nowhere job and entered my employ as a TSR (telephone service representative). I am past middle age with no formal education, divorced and quite obviously was on track to being a poverty statistic earning no more than minimum wage, with no health care insurance and no retirement plan and working until I was unable to work.

In a very short period of time, less than six months, I became an insurance agent for the company. A position I enjoyed very much for a variety of reasons; of which are: the thrill of closing a sale, selling a product I truly believed in, and not to mention the pride I felt having been promoted. Within four years I was once again promoted to supervisor, the position I hold at present.

In my position (four years as a supervisor) I have seen a variety of hold the position I once held as TSR:

- Single mothers struggling to stay off welfare.
- College students working their way through school. Many come home and work during their holiday breaks and during the summer. Some are full time students at our local junior college and are working full time and attending school full time being independent of parented support.
- Women who come to work because with a young family at home their husband's income is not enough and a second income are necessary. This being a depressed community where much of our industry has moved away or cut back on their employment, the high paying jobs are gone and it takes a dual income to raise a family.
- 18 year old high school students that have to earn money for school in the fall or purchase a car (so important to the young). Some of these same young people contribute to the family income.
- Retires whose social security benefits are not enough to make ends meet.

Telemarketing companies are in addition to job providers, civic minded and an essential part of the community affairs, and why not? Their employees are the community.

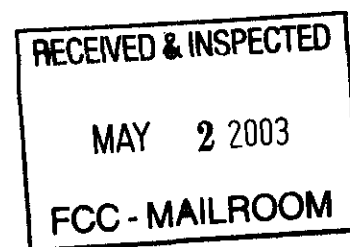
For all of these reasons I am writing to voice my opposition to the National DNC list and restriction on Predictive Dialers. I do most firmly support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic

Deborah L. Imhof
909 1/2 S. Park St.
Streator, IL. 61634

April 25, 2003

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



REF: C G Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir or Madam:

My name is Lynne Wheatland. I have been employed in Streator Illinois for a Teleperformance USA call center for the past two and a half years. I am currently the Human Resource Generalist for our office. In my position, I see first hand how important this job is not only to all of our sales representatives but to the management also. This call center is a very large part of our community. The majority of the people in our town and surrounding areas have at one point or another graced our doors. Our call center provides many jobs for single parents, students earning money for school, older people supplementing their income and others who just are trying to earn a decent living. Many of our people would not be able to find another job in this area that would provide the same quality of life they have now. Many would be forced to look to the government for assistance. Our employee's use the telephone to sell products but also to provide services such as surveys. During the past political season we have used our facility to get information about candidates out before it was time to vote. The main product we sell is insurance and many people take advantage of the products we offer. The others who are not interested are asked to just say no thank you and to hang up. I am sure that if we asked people to just hang up or to put thousands upon thousands out of work, they would choose to just hang up.

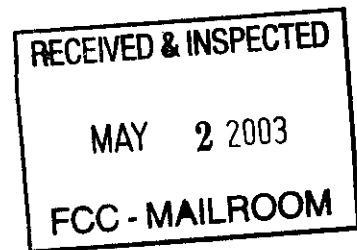
In our community we have a high concentration of single parent families. I also fall into this category. This job is very important to my son and to me. If I did not have my job I would not be able to support my family. I do not receive any child support for my seven-year-old son. I take great pride in the fact I do not need any outside help to provide for him financially. If I were to lose my job due to the changes in FCC regulations I would then have to look to outside help. I am writing this letter to make it known that I oppose the National Do Not Call list and the restrictions on Predictive Dialers. I oppose it because it is unnecessary and will change life for me and for my community. In our call center we employ about one hundred and fifty people, and when these new regulations are considered I ask that you will consider also the lives of the people behind the phones.

Thank you for your full consideration on this topic

Lynne Wheatland
1416 Dakota Dr 2D
Ottawa, IL. 61350

April 25, 2003

Commission' Secretary
Office of the Secretary
Federal Communications Commission
445 12 th Street, SW
Washington, DC 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

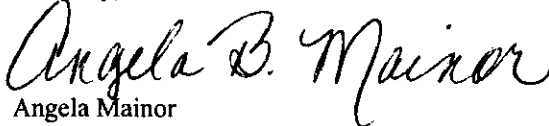
My name is Angela Mainor, Ive been employed by Market USA/Teleperformance for just over 9 years. When I joined the Market USA team in 1994, I was currently on public assistance from the State of Illinois. Through working for this company I have advanced in my position and was able to free myself of public assistance within the first year of my employment. This is the case for several of my co-workers that Im aware of , and I'm sure the case for many other people in this work force. This industry employes many single mothers, college bound students, and other people for which they would have no other place available for them to work. In this day and age when our economy is struggling and jobs are so few, I can't even imagine what would happen to alot of people who rely heavily on this job and income to provide for there families. Our company offers benefits: health insurance, dental, vision, and 401k. Can I rely on my state government to provide these benefits, if my job would cease to exist?

I would like to take a minute to point out the fact that every election year our company is involved in the efforts of campaigning for different politicians who contact the general public with issues to aid there position is hopes that they will be elected. Our company contacted citizens on behalf of Lisa Madigan who now is joining the effort to eliminate our jobs, or drastically cut our work force. In my humble opinion is a double edged sword. I must stop and ask myself why anyone who took full advantage of the telemarketing skills of our people to gain in her own personal efforts would now want to rally to eliminate the source of here possible success????? She certainly doesn't get my vote!

I enjoy the people I work for and with, and hope that you take into consideration the cause and effect of this decision that is now in the hands of politicians and folks who have no Idea what its like in the real world, working for a living and trying to provide for our families. I personally would have a difficult time trying to replace the income that Ive grown accustom to over the past decade. I would loose considerably and so would 1000's of others in our industry.

Please take into consideration what effect this would have on our already struggling economy, I can't see how eliminating employment is the answer in any situation, especially today.

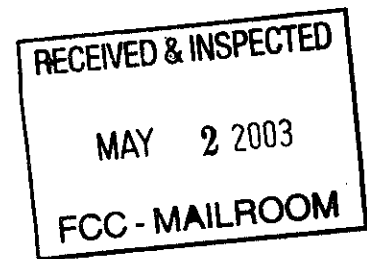
Sincerely,



Angela Mainor
1369 E 15th Rd
Streator, IL 61364

4-25-03

Commission's Secretary
Office of the Secretary
Federal Communication's Commission
445 12th St., SW
Washington, DC 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To whom it may concern,

My name is Laura Eutsey and I am a supervisor at Teleperformance USA's Streator telemarketing facility. I have been working in telemarketing since 1998. I began as a caller and have worked hard for the past 5 years to get where I am today. I live a comfortable life with my husband and 3 young children because of the telemarketing industry. I am also proud to say we have just purchased a home. Although my husband makes a good wage with his employment, I know that if my income was taken away we would be unable to keep our house. We made the decision to buy our home because we thought we had stable employment. I now fear that security could be torn away from me and my family, due to regulations that could end my career. I work along side many great people. The majority of these people are single parents or single-income families who rely solely on this industry to clothe and feed their children. My main concern is what will happen to them?

Aside from the financial concerns, I would also like to make clear that we are not a group of con-artists, liars, and swindlers. We are legitimate, honest, hard-working taxpayers that deserve a chance to provide for our families. We would also like to believe that the people we help to achieve government offices by utilizing our telemarketing capabilities would not turn their backs on us and put us out of work. I do not think that is too much to ask.

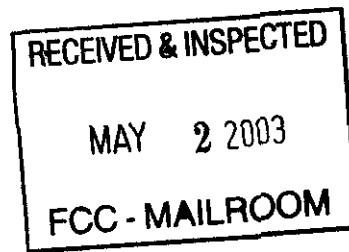
I oppose the National DNC list and restrictions on Predictive Dialers. I do support Teleperformance USA's and the American Telemarketing Associations's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Laura Eutsey

A handwritten signature in cursive script, appearing to read "Laura Eutsey".

902 N. Vermillion St
Streator, IL 61364



April 24th 03

Ref. CD Docket No. 02-278
Rules and Regulations Implementing the Telephone
Consumer Protection Act of 1991

I work in, Streator, IL. at, Teleperformance USA
I am a "liscensed insurance agent"
I enjoy my job, and unlike a lot of people at their place of
business, I really look forward to coming to my job!
The product's that I sell to our customer's, I feel, are very,
beneficial to them, I also want to mention, if I, am selling a
product that I would, "buy", then I know, so will other
people! The customer's are usually, "super", treat them with
respect, and you usually alway's get it back!
My job, beside's my "family", being number one priority,
there's my "job" how very grateful I am to have a job, along
with my co-worker's. Our business employ's a lot of people
in our town, which is very important when you live in a small
community as our's.
I oppse the national DNC list and restrictions on Predictive
Dialers. I support TeleperformanceUSA's and the American
Telemarketing Association's proposed modifications to the
FTC rules

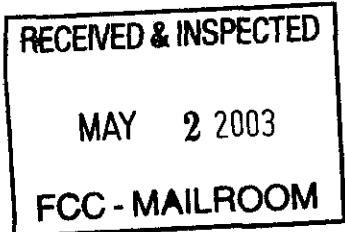
Thank you for your full consideration on this topic.

Cindy Jacobs
405 N. Everett st. Apt. #2
Streator, IL. 61364

Cindy Jacobs

April 23, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of
1991

To Whom it may concern;

My name is Grace E. Rone, and I am currently employed with Teleperformance USA, an inbound and outbound call center located in Desplaines, IL. I am an Administrative Assistant for this facility and I love my job dearly. I've been working for this company for about a year, and through out my employment with this company there has been nothing but positive effects for me. I started here as a Telephone Sales Representative, activating Sears credit cards, and offering programs called, Account Care and Credit Card Registration. These programs offer Sears card holders the opportunity to be protected in the event of a financial crisis or the loss/theft of their credit cards. Both of these programs are very beneficial to Sears card holders and many people decide to enroll in these programs because they are simply great offers. Although I no longer work directly with customers, I do have daily encounters with the TSR'S who work at this facility. Many of whom have families to support or are students in college. This company offers a fun and friendly atmosphere for these people and is a great source of income. In closing I would just like to say, I totally disagree with the FTC because they really don't understand how they will be burdening the teleservice industry. And to the FCC I truly urge you all to consider all other options before making this decision.

Sincerely,

Grace E. Rone
P.O. Box 442
Maywood, IL 60153



Teleperformance USA

Here's a guide for preparing the letter:

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

4/23/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

CG DOCKET:
02-278

To whom this may concern:

With an already slumping economy, record lay-offs and bankruptcies, today's decision threatens to cripple the entire telecommunications industry. Primarily, the legislation focuses on limiting telemarketers and their ability to contact its potential customer base. Many companies, especially those that rely on outbound telesales will be hit hard and expect to lose hundreds of millions in profit. Job cuts are inevitable. With the ailing economy destroying the telemarketing, industry will increase unemployment and welfare. I do believe that the FTC will be making a major mistake by authorizing the "Do Not Call List".

I have been with a Marketing firm for about five years now authorizing the "Do Not Call Registry not only affects me but millions of other people such as students, retirees housewives etc.

I understand that these calls can be annoying at times, but I've taken into consideration when I receive these calls at home during dinner that they have a job to do as well as the company I currently work for.

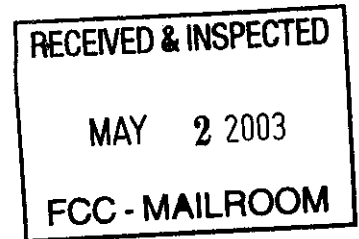
This is an issue that should be given a lot of thought destroying the teleservices industry will cause harm to a lot of people and their families. In most cases, telemarketing jobs are all some families have to depend on. I have worked for several telemarketing companies while in college and it helped me pay my tuition, buy books etc.

Once again, I say look at all the millions of people this would have an affect on before making a drastic decision.

Shalonda Hurt
Chicago, IL

April 24, 2003

**Commision's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554**



Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991.

Hello! I'm an employee of Teleperformance USA in Oak Lawn, IL. I have been employed here for about five years now. I started in the year 1998 and began as a TSR, then later on in 2000 I became a Quality Assurance(monitor). The way I feel about my job is that I think it is one of the best environments that I had ever worked in. The products that we sell in my opinion are very good to sell over the phone, but nobody does not want to buy it because of the things that have been going on the world. Working to support my family is very important, because my father had passed away, on January 19, 2003. He had always took care of my mother and the mortgage. So now that he is gone, it is harder for my family to pay for the mortgage, my mother and other bills around the house. So I don't want to lose my job, because I don't want to lose the house that I grew up in. I have came to the conclusion that I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for taking the time to read this.

**Raquel D. Alcantara
7210 S. Talman
Chicago, IL 60629**

MAY 2 2003

FCC - MAILROOM

To Whom It May Concern,

I am writing this letter in opposition to the FTC promotion for a "National Do - Not- Call - Registry" because I feel it is unnecessary. I am a TSR (Telephone Sales Representative) working at Tele-Performances in Oak Lawn, IL. I am here because I had an injury to a nerve in my leg and can no longer perform the duties of a nurse assistant. But the real reason I oppose the "National Lists" is because a lot of the employers are young adults going to college and this works perfect around their school schedule and helps put them through school. I myself have a daughter who lives in Mattoon, IL attending Lakeland College who is a tele-marketer and the job helps pay for her Dental schooling. I think a lot of young students would be affected by this not to mention our economy and un-employment. We also have a few elderly on board who just can't make it on S.S. and this helps to make ends meet. Most of the consumers I talk with are pleasant and if they don't want the product, they say so. Most of them don't have time to go out looking for the products so when it is brought to their attention, they do appreciate the calls. I usually hear "I want it" or "I don't want it" followed by "I appreciate your call". We do have a no-call list already and some of consumers have "blocked calling" which is provided by most phone companies for free of charge. More than 90% of consumers do not get offended and for some elderly we may be the only call they will ever get, so they don't mind. I really believe this is a drastic proposal and is unnecessary.

Thank You Sincerely

Julie Laughlin

8719 S. Keeler

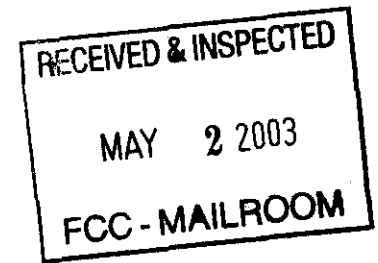
Hometown, IL

60456

TO: COMMISSION'S SECRETARY
FCC
445 12TH ST. S.W.
WASHINGTON, D.C. 20554

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of
1991

Hello, my name is Natisha Gray and I'm a Telephone Sales Representative for
Teleperformance U.S.A. call center located in Oaklawn, Illinois.

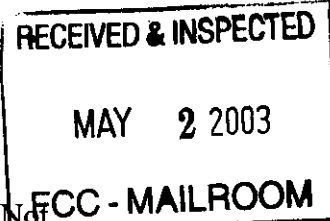
For the past 3½ years this job has helped me with my expenses while I've attended
college. In June of this year, I'll be receiving my Bachelors Degree in Criminal Justice
from Chicago State University. This achievement may not have been possible, at least
not in a timely manner, if it were not for Teleperformance U.S.A. and their flexible work
schedule.

There are hundreds of thousands of people just like me who depend on their jobs in the
field of telecommunications, whether it's helping to buy school books or pay a mortgage.
Our customers love and appreciate the products and offers that we present to them and
this shows in the immense numbers of subscription and enrollments we process daily.

I keenly oppose the National DNC list and restrictions on Predictive Dialers. If you
support this registry, this could eliminate hundreds of thousands, maybe millions, of good
jobs in all parts of the nation, hurt our already ailing economy, increase our welfare rolls
and unemployment cost and cost the Federal Government Billions of Dollars in lost tax
revenue.

Please take into full consideration of the effects that this change may cause.

Natisha E. Gray
7234 S. Honore
Chicago, Illinois 60636



To Whom It May Concern,

I am writing this letter in opposition to the "National Do Not Call Registry". I have been in the Tele-Marketing business since 1983, it has been my sole support of income. I do enjoy my work, especially at my age now. I have arthritis in my lower spine and have problems being on my feet for long periods of time. This job is perfect for me because I can sit and still earn an income. I urge you not to go ahead with this proposal. There are plenty of other ways the public can restrain these calls. Most phone companies offer "Call Intercept" or "Privacy Manager" and at no cost. We also have a "Do Not Call List" so any consumer has the right to be put on this list. More than half of the consumers I speak with are pleasant and if they do not want to be called they say so. Please consider the economy and unemployment line and do not pass this law.

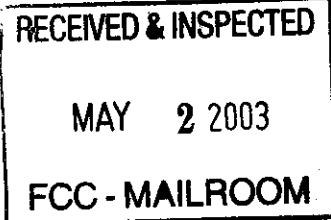
Sincerely;
Marilyn Wojciechowski
10540 S Ridgeland
Chicago, IL 60415

TO: COMMISSION'S SECRETARY
FCC
445 12TH ST. S.W.
WASHINGTON D.C. 20554

CG DOCKET 02-278



Teleperformance USA
GLOBAL TELEMARKETING & TELESERVICES SOLUTIONS



April 23, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington D. C. 20554

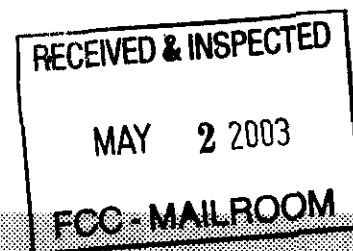
Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To whom this may concern:

With an already slumping economy, record lay-offs and bankruptcies, today's decision threatens to cripple the entire telecommunications industry. Primarily, the legislation focuses on limiting telemarketers and their ability to contact its potential customer base. Many companies, especially those that rely on outbound telesales will be hit hard and expect to lose hundreds of millions in profit. Job cuts are inevitable with the ailing economy destroying the telemarketing industry. This action will increase unemployment and welfare taxes that the public already is paying all time highs. I do believe that the FTC will be making a major mistake by authorizing the National "Do Not Call List". The FTC should enforce the TCPA of 1991 before doing something drastic that will cause millions to lose their jobs. I have been with Teleperformance USA for about 8 years now. I am currently the Shift Coordinator in the Oak Brook office. We employ over 400 people, most of which are single mothers and minorities that do not have a lot of other employment opportunities. I understand that these calls can be annoying at times, but I've taken into consideration when I receive these calls at home during dinner that they have a job to do as well as the company I currently work for. This is an issue that should be given a lot of thought. Destroying the teleservices industry will cause harm to a lot of people and their families. In most cases, telemarketing jobs are all some families have to depend on. Once again, I say look at all the millions of people this would have an affect on before making a drastic decision. I appeal to our country's legislation to re-examine their stand on this issue. I support Teleperformance USA's and the ATA's proposed modifications to the FTC rules. There are other, less destructive ways to protect consumers, such as company specific do-not-call lists, devices and services that screen calls, or simply saying no thank you and hanging up the phone.

Thank you for your full consideration on this topic.

Pat Corrigan
Chicago, IL



.....

Teleperformance USA

April 24, 2003

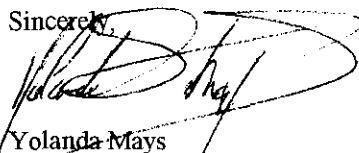
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I am employed with Teleperformance USA located in Oakbrook, Illinois. My title as a Shift Coordinator requires full awareness of the calling floor and system parameters. I am pleased with the company and all of our many products and services offered. We as a company follow all rules and regulations set by the FTC and the FCC, being just one of many major telemarketing firms abiding by several different mandatory laws already in place. In my opinion, customers benefit from our products and services. The services offered at this facility are credit card protection and insurance products which are of value to cardholders. With today's economy, everyone is encouraged to obtain additional insurance services for unexpected tragedies. In today's society, every aspect of living involves money that is the reason why I am employed as well as billions of other individuals. This is my job and yes I am a telemarketer. Every employee works for their employers to obtain a paycheck, to pay their mortgage or other bills. In addition, every telemarketer is a person who needs money to survive and provide for his or her family. Basically the purpose of this letter is to state, I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic

Sincerely,



Yolanda Mays

.....



Teleperformance USA

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

April 23, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

This letter is in reference to the proposed rules and regulation changes pending approval as noted above. I am currently a full time Site Director for Teleperformance USA location located in OakBrook Terrace Illinois. I have been working in the telemarketing field for over 15 years.

I have a wife and three children that rely on me to provide for them. If the proposed regulations were to impact the industry as expected, my livelihood and the lives of my family could be greatly altered. My location currently employs 300 associates. I can only imagine that their families feel the same way.

This does not even take into account the impact this would have on the community in which we work would feel if the facility closed. That would equate to monies spent on 150 lunches, gas, public transportation revenue etc. each day. That money would no longer be spent with trickle down affects on both the merchants and the city of OakBrook Terrace.

I feel that the proposed regulations and their supporters are over stepping their responsibilities to the American citizen. I understand that the majority of the rules try to protect the customer from less than legitimate offers that scam the public out of countless money each year. These rules as written, broadly and without discrimination, would cause legitimate businesses to change their current business practices and negatively impact their employees. I believe the calling restrictions and guidelines should be managed by individual companies based on communication from their customers rather than big brother. There are a number of tools available to the consumer who does not want to accept telemarketing calls. Each company as well as independent organizations, such as Direct marketing organizations or private parties offers the opportunity for individuals to add their numbers to do not call lists. This does not even include the technological tools that can be purchased that help eliminate the unwanted calls. These viable options for the consumer offer a better, less impacting solution than a broad do not call list and calling restrictions.

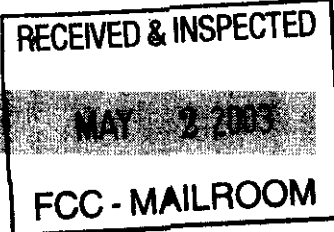
I feel that offering services via the telephone provides customers with an immediate opportunity to take advantage of services, enroll in services they normally would not hear about or simply be aware that a company they are affiliated with has special products for them. I have been involved in almost every aspect of telemarketing there is and without exception feel that the proposed changes would eliminate a valuable marketing tool that the average citizen appreciates. It is often the squeakiest wheel that gets oiled and this is exactly case here. Regulations may be needed but they are needed at the individual company level and based on their customer's feedback. Leave the regulating of the business in the hands of the people who know the business.

Thank you for your full consideration on this topic.

Edwin A Rundle
813 Doral Lane
North Aurora, IL 60542

Marc A. Gonzales
2121 South Wolf Road #301
Hillside, IL 60162

508 N. 5th Ave
Maywood IL, 60153



Teleperformance USA

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Cheree' Harris and I am a 25-year-old mother of three. I currently work for Teleperformance USA at their Oak Brook location. I understand that you are considering a National Do Not Call List. I strongly oppose this list. I understand that some may be annoyed by telemarketing but the impact of this list would be far greater. The telemarketing industry would not be the only one effected. The economy as a whole will suffer. As I sit and think, I realize all the different companies I come in contact with everyday. We use so many different products just to perform our day to day operations. Our Country is going through so much right now and I feel this will be a devastating blow to the economy. With so many companies going under we need to try to keep every job possible. I also realize that the FCC only governs the U.S. That could mean that companies could move to Mexico or Canada and still call people on the list. Then what have we done, taken jobs from our own.

Eliminating these jobs would only make unemployment and welfare soar. That would cause an increase in taxes. As you may know, the majority of telemarketors are single moms and minorities. Most telemarketing call centers are very flexible. These jobs are ideal for someone with small children or putting their self through school. These jobs are usually used as steppingstones. Please do not take that away.

Now I have told you what the Do Not Call List would do to the economy now let me tell you what it would do to me. As I said earlier, I am a 25-year-old single mother of three. Right now, I work part-time with plans to go back to school in the fall. My current job is ideal. If I were to lose my job my dreams of going back to school would be just that, dreams.

In closing, I would like to say telemarketing is not all that bad. Look at all the politicians that use my company to remind people to vote. I ask that you keep in mind all the lives that will be effected by a National Do Not Call List. I also ask that you consider the American Telemarketing Association's proposed modifications to the FTC's rules. In addition, **Please remember that I strongly OPPOSE a National Do Not Call List.**

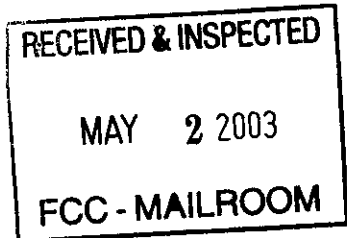
Thank you for your full consideration on this topic

Sincerely, Cheree' Harris

.....

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I am currently employed at Teleperformance USA in Oak Brook Terrace, IL. I am a Telephone Service Representative (TSR). My job is to successfully activate our customer's credit cards and assist them with any account problems that are having with their accounts.

I like my job because I come in contact with all types of people via the telephone. I also enjoy assisting the customers with the things that they need.

The product I sell is a very helpful product. It helps credit cardholders in the event of a financial crisis. I believe that the product that we are selling is a great product, that all credit cardholders should have it. I think that the customers that we have would agree with me when I say that it is an excellent program to have, especially the way this economy is today. Things are just not as they should or how they were 10 years ago.

This job is very important to me and my family is such a way that it could cause a lot of changes if I loose this job. I am currently using this job to save to pay for some of my expenses that I will have in College. If I loose this job then I will not be able to attend College in the fall. I don't qualify for that much Financial Aid because my mother makes to much money so I have to pay for must of it myself. I have goals that I want to reach and this job is being of assistance to me. As for my community I know that this job helps out a lot of high school students and/or young adults who are attending or planning to attend College. If we did not have Telemarketing jobs around it would be even harder for students to pay for school. It is already hard enough for students to get a job paying the amount that telemarketing jobs are paying because most jobs today require that you have a degree. There are some telemarketing jobs provide jobs for retired senior citizens. What are they going to do if they lose their jobs?

I oppose the National DNC list and restrictions on Predicitive Dialers. I support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full Consideration on this topic.

Christel Hicks
119 Bellwood Ave
Bellwood, IL 60104